

## **Appendix C**

# **SBC Implemetation Schedule**

## *SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03*

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
1	1	Description Change:	Add reporting: PIC.	90
2	1	Exclusions:	CSI requests [both manual and mechanized] for greater than 30 working telephone numbers.	60
3	1	Method of Calculation:	Change method calculation to derive % of rather than average for all mechanized pre-order query.	60
4	1	Measurable Standard: Electronic Pre-order Queries-Mechanized	Implement new benchmark standards for all mechanized pre-order queries.	60
5	1	Measurable Standard: Protocol Translation Times	Implement tracking for protocol translation time for EDI, CORBA, Datagate, Verigate.	60
6	1	Measurable Standard: Loop Qual –Event 6 Transactions	Implement diagnostic tracking.	90
7	1	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
8	2	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
9	2	Measurable Standard: EELs	Consolidate tracking for DS3 and OC Level EELs.	60
10	2	Measurable Standard: Interconnection Trunk Projects	Implement tracking for Interconnection Trunk Projects with disaggregation for new and augment including new benchmarks.	60
11	2	Exclusions: Batch Transmissions	Implement programming for the exclusions.	Completed
12	2	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
13	2	Business Rule: Special Access to UNE Conversions	Implement diagnostic tracking for Special Access to UNE Conversions.	60
14	2	Business Rule: Erroneously Rejected LSRs	Implement programming for the following business rule For LSRs erroneously rejected by ILEC, FOC time is the time from when ILEC received valid LSR to when FOC was finally returned, minus the time greater than 7days that LSR is being reviewed by CLEC.	90
15	2	Business Rule: Project tracking– Resale	POTS greater than 20 lines.	Completed
16	2	Business Rule: Project tracking – Resale	PBX, CENTREX, ISDN-BRI greater than 20 lines.	Completed
17	2	Business Rule: Project tracking – Trunks	Change project quantity to 288 Trunks.	30
18	2	Business Rule: Project tracking – LNP	Project quantity 99 TNs.	Completed
19	2	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
20	3	Measurable Standard: Interconnection Trunk Projects	Implement tracking for Interconnection Trunk Projects with disaggregation for new and augment including new benchmarks.	120
21	3	Exclusions: Batch Transmissions	Implement programming for the exclusions.	Completed
22	3	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
23	3	Business Rule: Special Access to UNE conversions	Implement diagnostic tracking for Special Access to UNE Conversions.	120
24	3	Business Rule: Project tracking– Resale	POTS greater than 20 lines.	Completed
25	3	Business Rule: Project tracking – Resale	PBX, CENTREX, ISDN-BRI greater than 20 lines.	Completed
26	3	Project tracking –Trunks	Change project quantity to 288 Trunks.	60
27	3	Business Rule: Project tracking – LNP	Project quantity 99 TNs.	Completed
28	3	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
29	4	Method of Calculation: Program to Flow-Though Orders	Change programming such that only orders that programmed to flow-through, in all respects, are included in the calculation.	120
30	4	Reported By: SGT	Change reporting for both submeasures to be at SGT only.	120
31	4	Exclusions: CLEC Errors	Change reporting for both submeasures to exclude orders that do not flow-through due to CLEC errors or mending S.O.s.	120

\* “Days After Order” means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.

## *SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03*

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
32	4	Exclusions: Service Request Not Generated by an LSR	Change reporting to exclude orders that are not generated by an LSR.	120
33	4	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	120
34	4	Business Rule: Program to Flow-Though Orders	Change programming such that only orders that programmed to flow-though, in all respects, are included in the calculation.	120
35	4	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	120
36	5	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
37	5	Measurable Standard: EELs	Consolidate tracking by SGT for New and Conversions. Also consolidate reporting for DS3 and OC Level EELs.	60
38	5	Measurable Standard: EELs	Establish parity tracking for VGPL, DS1, and DS3 and above.	90
39	5	Measurable Standard: Line Sharing	Consolidate tracking for Conditioned and Non-Conditioned loops.	60
40	5	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
41	5	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	Completed
42	6	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
43	6	Measurable Standard: EELs	Consolidate tracking by SGT for New and Conversions. Also consolidate reporting for DS3 and OC Level EELs.	60
44	6	Measurable Standard: Line Sharing	Consolidate tracking for Conditioned and Non-Conditioned loops.	60
45	6	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
46	6	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	Completed
47	7	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
48	7	Measurable Standard: EELs	Consolidate tracking for DS3 and OC Level EELs.	60
49	7	Measurable Standard: EELs	Establish parity tracking for new and change orders for VGPL, DS1, and DS3 and above.	90
50	7	Exclusions: Record and ILEC Official Orders	Exclude from measure.	Completed
51	7	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
52	7	Business Rule: Project tracking–Resale	POTS greater than 20 lines.	Completed
53	7	Business Rule: Project tracking –Resale	PBX, CENTREX, ISDN-BRI greater than 20 lines.	Completed
54	7	Business Rule: Project tracking –Trunks	Change project quantity to 288 Trunks.	30
55	7	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
56	8	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
57	8	Measurable Standard: EELs	Consolidate tracking by SGT for New and Conversions. Also consolidate reporting for DS3 and OC Level EELs.	60
58	8	Measurable Standard: EELs	Establish parity tracking for VGPL, DS1, and DS3 and above.	90
59	8	Exclusions: Record and ILEC Official Orders	Exclude from measure.	Completed
60	8	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
61	8	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
62	8A	New Measure: % Completed w/in the Customer Requested Due Date	Implement new measure.	180
63	9	Reported By: Res/Bus Conversions	Consolidate reporting for Res/Bus Conversions.	60

\* “Days After Order” means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.

## *SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03*

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
64	9	Reported By: DSL Loops	Implement tracking for DSL loops (diagnostic only).	60
65	9	Measurable Standard: Coordinated Conversions Other Than LNP	Report all conversions other than LNP as one data point. Implement diagnostic tracking for: Basic Loops (1-12 loops), DSL loops, all conversions.	60
66	9	Measurable Standard: Coordinated Conversions Other Than LNP	Change standard from parity to a benchmark of 95% on time.	60
67	9	Measurable Standard: Coordinated Conversions for LNP	Change standard from parity to a benchmark of 98% on time.	60
68	9	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
69	9	Business Rule: DSL Loops	Implement same interval standards for DSL loops as in PM 9A plus one hour.	60
70	9	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	60
71	9A	Reported By: DSL Loops	Implement tracking for DSL loops.	90
72	9A	Measurable Standard: For all FDT conversions	Change standard for CLECs in the aggregate from 95 to 96%. Standards for individual CLECs will remain at 95%.	120
73	9A	Measurable Standard: DSL Loops	Implement interval standards for DSL loops as follows: 1-2 loops w/in 40 minutes, 3-5 loops w/in 2 hours, 6-19 loops w/in 5 hours.	90
74	9A	Exclusions: CLEC Requested Early Start	Exclude FDT conversions where the CLEC requests an early start (not on a supplemental SO).	120
75	9A	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
76	9A	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
77	10	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
78	10	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	60
79	11	Measurable Standard: Resale Specials	Consolidate tracking for all Resale Specials.	60
80	11	Measurable Standard: XDSL Loops	Report by Conditioned and Non-Conditioned.	60
81	11	Measurable Standard: EELs	Consolidate tracking for DS3 and OC Level EELs.	60
82	11	Measurable Standard: EELs	Establish parity tracking for new and change orders for VGPL, DS1, and DS3 and above.	90
83	11	Exclusions: Record and ILEC Official Orders	Exclude from measure.	Completed
84	11	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
85	11	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	60
86	11A	New Measure: LAT Not Completed On Time	Implement new measure.	180
87	12	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60
88	12	Measurable Standard: Line Sharing	High Bandwidth Line Sharing report as combined.	60
89	12	Measurable Standard: EELs	Consolidate tracking for DS3 and OC Level EELs.	60
90	12	Measurable Standard: EELs	Establish parity tracking for new orders for VGPL, DS1, and DS3 and above.	90
91	12	Exclusions: Record and ILEC Official Orders	Exclude from measure.	Completed
92	12	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
93	13	Reported By / Business Rules:	Reported as overall delay order interval to completion per SGT.	60
94	13	Reporting Requirements	Reported as overall interval. Diagnostic reporting for 1-30, 31-90, >90.	60
95	13	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60

\* "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.

## *SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03*

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
96	13	Measurable Standard: Line Sharing	High Bandwidth Line Sharing report as combined.	60
97	13	Measurable Standard: EELs	Consolidate tracking for DS3 and OC Level EELs.	60
98	13	Measurable Standard: EELs	Establish parity tracking for new orders for VGPL, DS1, and DS3 and above.	90
99	13	Exclusions: Record and ILEC Official Orders	Exclude from measure.	Completed
100	13	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
101	14	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60
102	14	Measurable Standard/ Service Group Type: Line Sharing	High Bandwidth Line Sharing report as combined.	60
103	14	Measurable Standard: EELs	Consolidate tracking by SGT for New and Conversions. Also consolidate reporting for DS3 and OC Level EELs.	60
104	14	Measurable Standard: EELs	Establish parity tracking for VGPL, DS1, and DS3 and above.	90
105	14	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
106	14	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	Completed
107	15	Measurable Standard: XDSL Loops	Implement tracking for DSL loops.	150
108	15	Measurable Standard: XDSL Loops	Implement benchmark of 2%.	60
109	15	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
110	15	Exclusion:	Inside wire.	Completed
111	15	Business Rule: Provisioning Trouble Tracking Intervals	Implement 4 new business rules associated with provisioning trouble-tracking intervals including the intervals themselves.	150
112	15	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	150
113	15A	Measurable Standard: XDSL Loops	Implement tracking for DSL loops.	150
114	15A	Measurable Standard: XDSL Loops	Implement parity with Line Sharing provided to ASI.	150
115	15A	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
116	15A	Exclusion:	Inside wire.	Completed
117	15A	Business Rule: Provisioning Trouble Tracking Intervals	Implement 4 new business rules associated with provisioning trouble-tracking intervals including the intervals themselves.	150
118	15A	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	150
119	15A	Notes:	Disaggregation of troubles for Specials by Trouble Analysis Codes.	Completed
120	16	Method of Calculation:	Change to new method of calculation.	120
121	16	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60
122	16	Measurable Standard/ Service Group Type: EELs	Eliminate disaggregation of Conversion and New, and report as combined.	60
123	16	Measurable Standard: EELs	Establish parity tracking for VGPL, DS1, and DS3 and above.	120
124	16	Measurable Standard: IC Trunks	Change parity standard to benchmark of 3%.	60
125	16	Exclusions:	Canceled tickets.	Completed
126	16	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
127	16	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	120

\* "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSPA amendments becomes effective.

## *SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03*

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
128	16	Notes:	Disaggregation of troubles for Specials by Trouble Analysis Codes.	Completed
129	17	Method of Calculation:	Change to new method of calculation.	120
130	17	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
131	17	Exclusions:	Canceled tickets.	Completed
132	17	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
133	17	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	120
134	18	Measurable Standard: Fully Electronic Fallout	Eliminate fallout maximum of 5% per system.	30
135	18	Measurable Standard: All other Interfaces	All other Interfaces, including Fully Electronic Fallout –Standard 95% w/in 24 hrs.	60
136	18	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
137	18	Notes: Exceeding fallout levels	Re-instating diagnostic tracking for not meeting fallout levels.	30
138	18A	New Measure: % Mechanized LLN	Implement new measure.	90
139	19	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60
140	19	Measurable Standard: EELs	Combine reporting for DS3 and OC Level.	60
141	19	Measurable Standard: EELs	Establish benchmark for VGPL, DS1, and DS3 and above.	90
142	19	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
143	19	Measurable Standard/ Service Group Type: NXX Codes	Change to benchmark-0.10%.	60
144	19	Exclusion: Inside wire	Exclude trouble reports.	Completed
145	19	Exclusion:	Canceled tickets.	Completed
146	19	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
147	19	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
148	19	Notes:	Disaggregation of troubles for Specials by Trouble Analysis Codes.	Completed
149	20	Measurable Standard/ Service Group Type: Resale	Change measurable standard- Resale Specials reported as combined.	60
150	20	Measurable Standard: EELs	Combine reporting for DS3 and OC Level.	60
151	20	Measurable Standard: EELs	Establish benchmark for VGPL, DS1, and DS3 and above.	90
152	20	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
153	20	Exclusion: Inside wire	Exclude trouble reports.	Completed
154	20	Exclusion:	Canceled tickets.	Completed
155	20	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
156	20	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
157	20	Notes:	Disaggregation of troubles for Specials by Trouble Analysis Codes.	Completed
158	21	Measurable Standard/ Service Group Type: Resale	Change measurable standard - Resale Specials reported as combined.	60
159	21	Measurable Standard: EELs	Combine reporting for DS3 and OC Level.	60

\* “Days After Order” means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.

## *SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03*

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
160	21	Measurable Standard: EELs	Establish benchmark for VGPL, DS1, and DS3 and above.	90
161	21	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
162	21	Exclusion: Inside wire	Exclude trouble reports.	Completed
163	21	Exclusion:	Canceled Tickets.	Completed
164	21	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
165	21	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
166	21	Notes:	Disaggregation of troubles for Specials by Trouble Analysis Codes.	Completed
167	22	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
168	22	Exclusion: Inside wire	Exclude trouble reports.	Completed
169	22	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
170	22	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
171	23	Measurable Standard: Resale	Change measurable standard- Resale Specials reported as combined.	60
172	23	Measurable Standard: EELs	Combine reporting for DS3 and OC Level.	60
173	23	Measurable Standard: EELs	Establish benchmark for VGPL, DS1, and DS3 and above.	90
174	23	Measurable Standard: UNE-P	Change measurable standard- Disaggregate by Res and Bus.	30
175	23	Exclusion:	Canceled Tickets.	Completed
176	23	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
177	23	Notes: Excluded data	Implement programming to provide excluded data for measure as part of raw data request.	90
178	25	Report Structure/ Measurable Standard/ Service Group Type:	Change to Benchmark of 2% trunk groups at no more than 2% blocking.	30
179	25	Exclusions:	"Additional exclusion" for blocking failure.	30
180	25	Exclusions:	Add exclusions for Network problems under CLEC control, and delayed response to ASRs.	30
181	26	Business Rules:	Disconnect activity with completion on week-end, on-time performance is next business day.	60
182	26	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
183	28	Exclusions:	Results for exiting CLECs.	Completed
184	28	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
185	29	Total Measure	Delete from tracking.	30
186	30	Exclusions:	Results for exiting CLECs.	Completed
187	30	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
188	31	Exclusions:	Results for exiting CLECs.	Completed
189	31	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
190	31	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
191	32	Exclusions:	Results for exiting CLECs.	Completed

\* "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.



## *SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03*

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
192	32	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
193	32	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
194	32	Exclusions:	Late charges resulting from mandated billing changes.	Completed
195	33	Exclusions:	Results for exiting CLECs.	Completed
196	33	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
197	33	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
198	33	Exclusions:	Late charges resulting from mandated billing changes.	Completed
199	34	Exclusions:	Results for exiting CLECs.	Completed
200	34	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	60
201	34	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
202	34	Exclusions:	Late charges resulting from mandated billing changes.	Completed
203	35	Description/Method of calculation/Measurable standard:	New benchmark formula/standard - 96% w/in 5 days.	30
204	35	Exclusion:	Results for exiting CLECs.	Completed
205	35	Exclusions:	Results for OS/DA billing other than those associated with end user services such as UNE-P and resale.	90
206	35	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
207	35	Notes:	Until the billing completion notice process has been developed and implemented (phase II), SBC will report the percentage of orders completed in the billing systems w/in 3 business days (phase I).	30
208	36	Total Measure	Delete from tracking.	30
209	37	Exclusions:	Non-CLEC generated orders.	Completed
210	37	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
211	38	Exclusions:	Non-CLEC generated orders.	Completed
212	38	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
213	39	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
214	40	Method of calculation/Measurable standard:	New formula for Collocation Arrangement Requests (non-ICB). 95% in 10 calendar days.	90
215	40	Method of calculation/Measurable standard:	New formula for Collocation Arrangement Requests (ICB). 95% in 30 calendar days.	90
216	40	Exclusions:	Additional exclusions, <i>e.g.</i> rejected, expired and complete disconnect requests.	90
217	40	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
218	40	Business Rules:	Includes requests that are tariffed services and ICB requests.	90
219	40	Business Rules:	Additional Rules, <i>e.g.</i> Includes Denied requests.	90
220	40	Business Rules:	Additional Rules, <i>e.g.</i> Includes CLEC only equipment orders.	90
221	40	Business Rules:	Additional Rules, <i>e.g.</i> Includes all Augment requests.	90
222	41	Measurable Standards:	Change to benchmark-95% within tariffed / mandated intervals.	90

\* "Days After Order" means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSA amendments becomes effective.



## *SBC/California - Implementation Timeline for PM Changes Submitted To CPUC On 1-31-03*

<i>Item No.</i>	<i>Measure</i>	<i>Category / Sub-Measure</i>	<i>Change</i>	<i>Days After Order*</i>
223	41	Reported By:	All Collocation: New ( <i>e.g.</i> Caged, Cageless & Virtual), and Augment ( <i>e.g.</i> Caged, Cageless & Virtual).	90
224	41	Exclusions:	Collocation decommissions, ICB collocation requests, power reduction augments and CLEC equipment only orders.	90
225	41	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
226	41	Business Rules:	Additional Rules: Includes partial decommissions for SBC/California activities only.	90
227	41	Business Rules:	Additional Rules, <i>e.g.</i> Collocation arrangement is ready for turnover, and Shortfall process, etc.	90
228	41	Business Rules:	Additional Rules: Interval ends when ILEC sends notice to CLEC that collocation arrangement is ready for turnover and provides CFA information.	90
229	42	Reported By/Business Rules: Query Type	Implement reporting by query type for pre-order interfaces per business rules.	60
230	42	Measurable Standards: Change Standards	Change Standards for pre-order interfaces/query type to 99% and all other interfaces to 99.5%.	60
231	44	Reported By: ILEC OSS Service Center	Implement tracking for MCPSC.	30
232	44	Exclusions: Test Transactions	Implement programming to exclude any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.	Completed
233	45	New Measure: Timeliness of Change Management Notices	Implement new measure.	60

**(END OF APPENDIX C)**

\* “Days After Order” means the number of days beginning on the first day of the first full month after the date on which the order approving the JPSC amendments becomes effective.